

Resolution #21-0073
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**RESOLUTION APPROVING CONTRACT WITH NWN CORPORATION FOR NETWORK
MANAGED SUPPORT SERVICES**

WHEREAS, the City's information technology infrastructure includes networking equipment and servers for data, voice, video, and business applications, and City services require that this equipment operates at near-100% availability; and

WHEREAS, this level of availability is accomplished through staff working with external services providers on a combination of proactive maintenance, 24 x 7 monitoring, and quick response for broken equipment; and

WHEREAS, the existing contracted services for network maintenance, remote system monitoring, and technical assistance terminated on June 30, 2020; and

WHEREAS, to continue with the benefits of volume purchasing and to control costs, a Request for Proposal (RFP) was issued for a single vendor to provide these services under a new agreement, with desire for a one-year contract with the option for the City to renew the agreement for two additional years; and

WHEREAS; one vendor responded to the RFP; and

WHEREAS, with consideration of the vendor's proposed cost for services and industry experience, NWN Corporation (NWN), the current services provider, with corporate offices in Waltham, MA and a local office in Greensboro, NC, is the recommended vendor; and

WHEREAS, NWN has agreed to provide all of the services over the three-year period with no yearly cost increase, with the exception of additional equipment added throughout the contract term; and

WHEREAS, approval is requested to enter into a contract with NWN for \$519,426.16 for a contract term of March 1, 2021 through February 28, 2022; and

WHEREAS, it is further requested that authorization be provided for the option to renew the contract for two additional years at \$519,426.16 for year two and \$519,426.16 for year three, and to expand the agreement to include new equipment and maintenance adjustments as required, subject to approved funding through the annual budget process.

NOW, THEREFORE, BE IT RESOLVED that the Mayor and City Council of the City of Winston-Salem authorize the City Manager to enter into a contract with NWN for Network Managed Support Services for an annual cost of \$519,426.16, with the option of renewing the contract for up to two additional years at the same annual cost.

BE IT FURTHER RESOLVED that annual cost can be adjusted to account for additional equipment added throughout the contract term, subject to approved funding through the annual budget process.

BE IT FURTHER RESOLVED that the City Manager is hereby authorized to execute the contract on behalf of the City.